CA - PMM

Project Name: County Assistance Claim System

OCIO Project #:
Department: California Department of Social Services
Revision Date:

Concept Statement

Description

Brief description of the proposed project:

Provide an integrated and centralized system that incorporates all state and federally mandated programs; provides accurate and complete financial information and audit trails and compliance with all applicable accounting guidelines and principles to ensure accountability for welfare and social services program funding statewide.

Need Statement

High Level Functional Requirements:

Replace the current system with a database hosted at the Department of Technology Services (DTS) where State and County staff will access the database through a web browser. Microsoft SQL Server database, Windows Enterprise Server 2003, housed and hosted at DTS, and accessed through a web browser. System development and maintenance will be provided by a CMAS vendor.

What is Driving This Need?

CDSS staff have created manual processes, workarounds, and home grown "systems" (speadsheets, documents, etc) to support critical workflow components that are not currently supported by the automated systems. Staff spends an inordinate amount of time on repetitive and mundane tasks that could be automated and their personnel resources redirected ot higher value work.

Risk to the Organization if This Work is Not Done:

The current system has a very limited capability to ensure accountability for public assistance program funding statewide. Incorrect claiming and/or non-conformanceto regulations will result in audit disallowances/deferrals resulting in a loss of federal funding and the need for additional general funds to maintain critical programs administered by the counties. A loss of funding to critical CWD programs would have a profound effect throughout the state.

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Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):

The proposed solution is to develop a custom software solution that will meet all previously defined objectives and functional requirements using the .NET Framework, SQL Server database, and browser based front-end. In addition, the proposed solution will automate tasks that are currently manual and/or performed outside of the system using desktop productivity tools (i.e., Excel, Access, etc.) such as auditing and payment processing. The proposed solution will utilize a three tier architecture that corresponds to three hosted Windows servers at the Department of Technology Services (DTS).

Other Intangible Benefits:

The proposed solution will be accessed by users through standard internet browser software. The likelihood that end users have experience using Internet browser based software is high. Experience with internet browsers combined with knowledge of the CEC process should allow for a fairly easy transition to the proposed solution.

Tangible Benefits

Revenue Generation (describe how revenue will be generated):

Unknown at this time.

Cost Savings (describe how cost will be reduced):

The proposed solution will provide an opportunity to increase the efficiency of CDSS and CWD staff, improve speed in processing CECs, increase data integrity, and eliminate the need to manually transfer and coordinate application and data files.

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Cost Avoidance (describe the cost and how avoided):
Unknown at this time.

Risk Avoidance (describe the risk and how avoided):
Unknown at this time.

Improved Services:
The system will provide real-time feedback messages and processing prompts during the assistance claim data entry process to ensure data integrity and quality. Application logins will be managed by CDSS staff and will comply with ISD and the Office of Information Security (OIS) standards. The system will satisfy all specified functional requirements without requiring CWDs to maintain any local databases, or to download, copy, manipulate, or transfer assistance claim data to and from CDSS.

Consistency

"No" Responses		Rationale	Action Required
Enterprise Architecture	Yes		
Business Plan	Yes		
Strategic Plan	Yes		

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Impact to Other Agencies

Nature of Impact to Other Agencies

Agency:
Describe the nature of the impact:
California Department of Health Care Services - Reimbursement from DHCS for Title XIX Federal Funds

Agency:
Describe the nature of the impact:
All County Welfare Departments in California - This would provide a web based system for Counties to submit their monthly assistance claims.

Agency:
Describe the nature of the impact:

Agency:
Describe the nature of the impact:

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Impact to Other Programs

Nature of Impact to Other Programs

Program:
Describe the nature of the impact:
All Programs administered by the County Welfare Departments will be affected by the new web based assistance claim.

Program:
Describe the nature of the impact:

Program:
Describe the nature of the impact:

Program:
Describe the nature of the impact:

Solution Alternatives

Alternative 1:
Maintain existing system. Do nothing.

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Technical Considerations for Alternative 1:
None.

ROM Cost:	to	**Note: high end of range must not exceed 200% of low end of range**

Alternative 2:
Design and build a distributed application using MS Access and a central SQL Server database

Technical Considerations for Alternative 2:
Develop a new Microsoft Access based application/database and distribute it to the CWDs in a similar method as the current application including runtime modules and data sets that would be individually prepared, distributed and collected. Data management and validation by Assistance Claims Unit analysts could be done using Microsoft Access connected to a central SQL Server database.

ROM Cost:	to	**Note: high end of range must not exceed 200% of low end of range**

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Alternative 3:
Develop a custom software solution that will meet all previously defined objectives and functional requirements using the .NET Framework, SQL Server database, and browser based front-end.

Technical Considerations for Alternative 3:
The application server will host the proposed solution developed using the .NET Framework connected to a single consolidated Microsoft SQL Server database. The application server will also be connected to the internet server for presentation to the user via an internet browser. The CWD's perspective of the proposed solution includes a secure website interface using a web browser from their existing desktop computers. CWDs will not be required to acquire any new hardware or software, and they will access the proposed solution by using a standard internet browser

ROM Cost:	to	Note: high end of range must not exceed 200% of low end of range

Recommendation

Comparison:

Alternative 1	ROM Cost	Risk
	$0 - $0	
Alternative 2	**ROM Cost**	**Risk**
	$0 - $0	
Alternative 3	**ROM Cost**	**Risk**
	$0 - $0	

Conclusions:

1	
2	
3	
4	

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Recommendation:

Alternative 3

Project Approach *(if known)*

System Complexity:			System Business Hours: *(e.g., 24x7, 9am-5pm)* :	
Architecture	☐ Mainframe	☐ Client Server	☑ Web Based	Num. of New Databases:
Technology	☑ New	☐ New to Staff	☐ In-House Experience	Interfaces:
Implementation	☑ Central Site	☐ Phased Roll-out		Num. of Sites:
M & O Support	☐ Contractor	☐ Data Center	☑ Project	☐ Returned to Sponsor

Procurement Approach: *(consult with OSI Procurement Center)*   Number of Procurements:

Open Procurement? ☑ Yes ☐ No   Delegated Procurement? ☐ Yes ☑ No

Scope of Contract   ☑ Development   ☑ Implementation   ☑ M & O   ☑ Other:

Anticipated Length of Contract: Years /   extensions for   years

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